Washington Department of Social and Health Services

e-Child Care Project

Steering Committee Briefing

September 11, 2003

Introduction

The purpose of this presentation is to provide the steering committee with an overview of the e-Child Care project and outline the approach being used to complete key deliverables.

Agenda

- Introduction
- Project Team and Organization
- Approach and Current Status
- Deliverables
- Project Goals/Background
- Project Objectives
- Project Scope

- Opportunities
- RFI Results
- Deliverable Review and Approval Process
- Project Approach
- Next Steps

Approach and Current Status

- **<u>Phase I – Requirements Analysis</u>** – *In Process/On Schedule*

  An RFP was developed and MTG Management Consultants, L.L.C., from Seattle was selected to conduct the feasibility study and prepare an RFP for system development.
    - Project Initiation – *In Process*
    - Initial Data Collection – *In Process*
    - Draft Requirements – *In Process*

- **<u>Phase II – Proposed Migration Strategy</u>** – *Not Started*
    - Major Alternatives Considered – *Not Started*
    - Proposed Solution – *Not Started*
    - Conceptual Design/System Architecture – *Not Started*

- **Phase III – Development of RFP** – *Not Started*

Project Goals/Background

- DSHS administers the Washington-regulated Child Care System in addition to coordinating and integrating services with other child development and family support services.

- Changing and expanding state and federal reporting requirements and the increasing need for quality management data are not being met effectively, efficiently, or accurately with current systems and processes.

- There is a need to analyze the requirements and system alternatives that can meet the expanding data, reporting, and management information needs.

- A new child care data system should minimize work and stress on Child Care Program workers, families and providers and should simplify existing processes.

eChildCare Project — Project Objectives

The principal objective of this project is to conduct a systems requirements analysis for a new information system that:

- Meets current and projected state and federal reporting requirements.

- Supports performance evaluation of state- and community-based functions.

- Better serves families, providers, and state and local agencies while allowing for outcome measures for those within the regulated child care system.

- Allows for support of policy development and planning.

- Enhances the efficient and effective delivery of services by workers through more accurate data collection and reporting.

- Reduces the level of effort required to collect information related to child care services.

- Makes information related to child care accessible to authorized stakeholders, regardless of location.

Project Scope

- Conduct a feasibility study that:
  - Incorporates specific Child Care Program needs as identified by focus groups and individual interviews.
  - Considers the integration of client information from other systems.

- Identify and evaluate possible systems implementation options.

- Develop a final recommendation using the results of the requirements analysis as well as considering the current state infrastructure, data systems, and platforms.

- Prepare an RFP for system development.

Opportunities

- Processes and systems could be implemented that focus on services and outcomes as well as reporting.

- Integration and information sharing between diverse information systems would be beneficial.

- Improved data accuracy will provide better capacity to evaluate programs.

- Less reliance on manual processes would be helpful.

- Better methods for coordinating services between agencies and programs will improve effectiveness.

- The process of paying, licensing, and receiving data from providers could be streamlined.

- The processes for managing provider and client information/data would benefit from better integration and access to quality data in real time.

- A system should be flexible enough to easily respond to changes in reporting requirements.
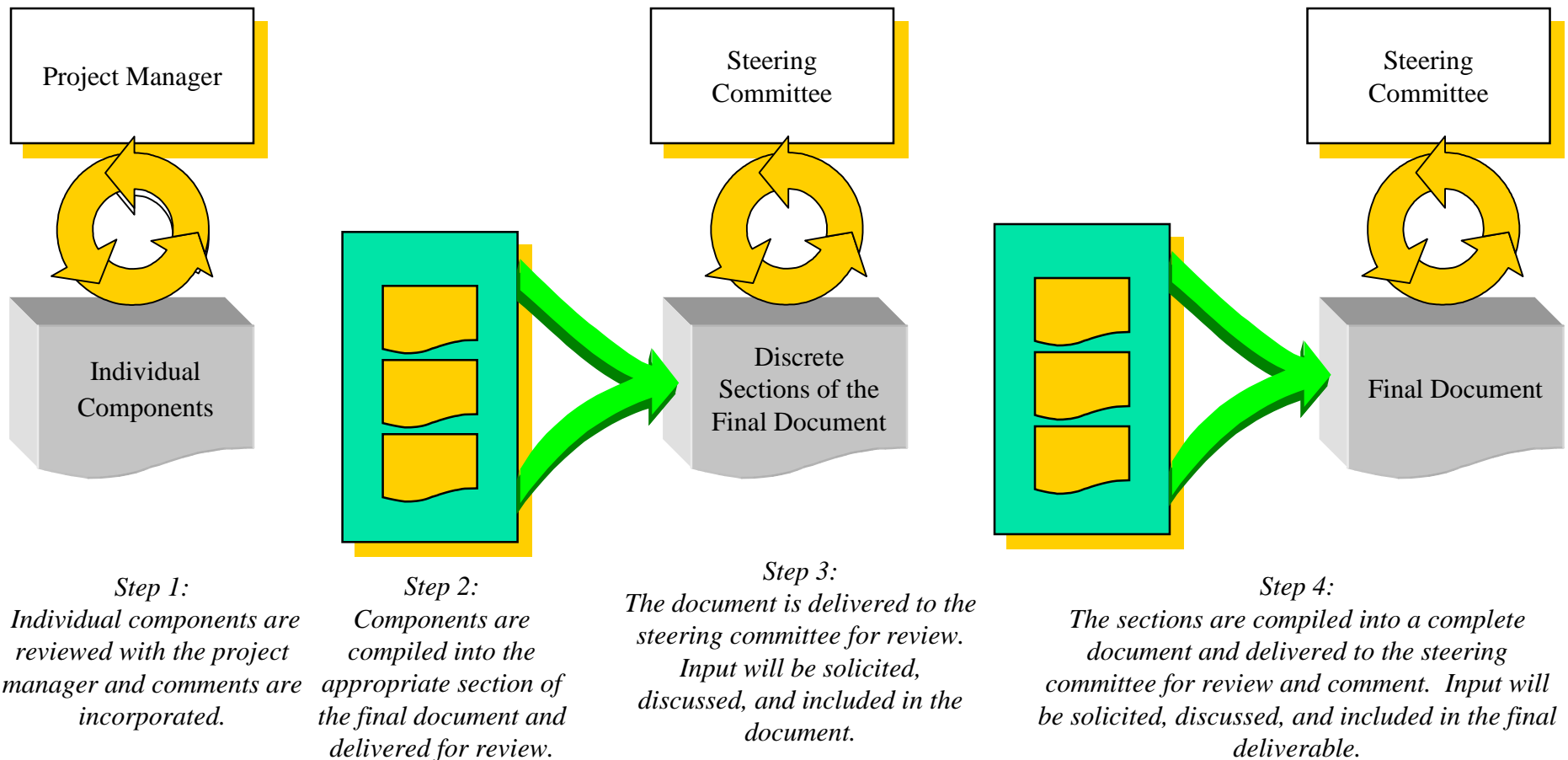
RFI Results: Responses

- The e-Child Care project received 11 responses to the RFI. They provide a wealth of information of the current state of the art as it relates to childcare information systems, and options for moving forward.

- The respondents included:
  - Software and outsourcing vendors
  - Software only providers
  - Component/Service providers
    - Financial/EBT/Funds Transfers
    - Document Management and Imaging
    - Time and attendance tracking
    - Intelligent searching software
  - Childcare center-based systems

- The solutions that were presented included a range of different options that could be implemented individually or combined to provide a complete system. These options included:
    - Discrete integrated systems.
    - Childcare functionality that has been included in a larger assistance and eligiblity system.
    - Childcare center and home based child care management systems.
    - School based tracking systems.
    - Local implementation.
    - Point-of-sale attendance systems.

- The proposed technology solutions were as varied as the vendors that responded. They included:
  - Open source software
  - Web-based solutions using current technology
  - Mainframe based solutions with client server or web front ends
  - Client server applications
  - Point-of-Sale terminal based systems
  - Proprietary single purpose optimized software

Deliverable Review and Approval Process

Project Manager

Individual Components

Step 1:
Individual components are reviewed with the project manager and comments are incorporated.

Step 2:
Components are compiled into the appropriate section of the final document and delivered for review.

Steering Committee

Discrete Sections of the Final Document

Step 3:
The document is delivered to the steering committee for review. Input will be solicited, discussed, and included in the document.

Step 4:
The sections are compiled into a complete document and delivered to the steering committee for review and comment. Input will be solicited, discussed, and included in the final deliverable.

Steering Committee

Final Document

eChild**Care** *Project*

The feasibility study has three major sections that logically build on each other. Each of the feasibility study tasks will provide information that will be eventually be used in a Request for Proposal (RFP).

Preliminary Investigation

- Conduct RFI
- Summary of RFI Results

Define System Requirements

- Documentation Review
- Baseline Analysis
- Background and Needs Assessment
- System Objectives
- Environmental Impacts/ Organizational Effects
- System Requirements
- High-Level Architecture
- Gap Analysis

Alternative Analysis and Direction

- Evaluation Criteria
- Identify Major Alternatives
- Cost-Benefit Analysis
- Proposed Solution
- Conceptual Design
- Conformity with Strategic Plan

System Architecture

- Data Architecture
- Functional Architecture
- Interface Specifications
- Security Framework/ Model
- System Architecture
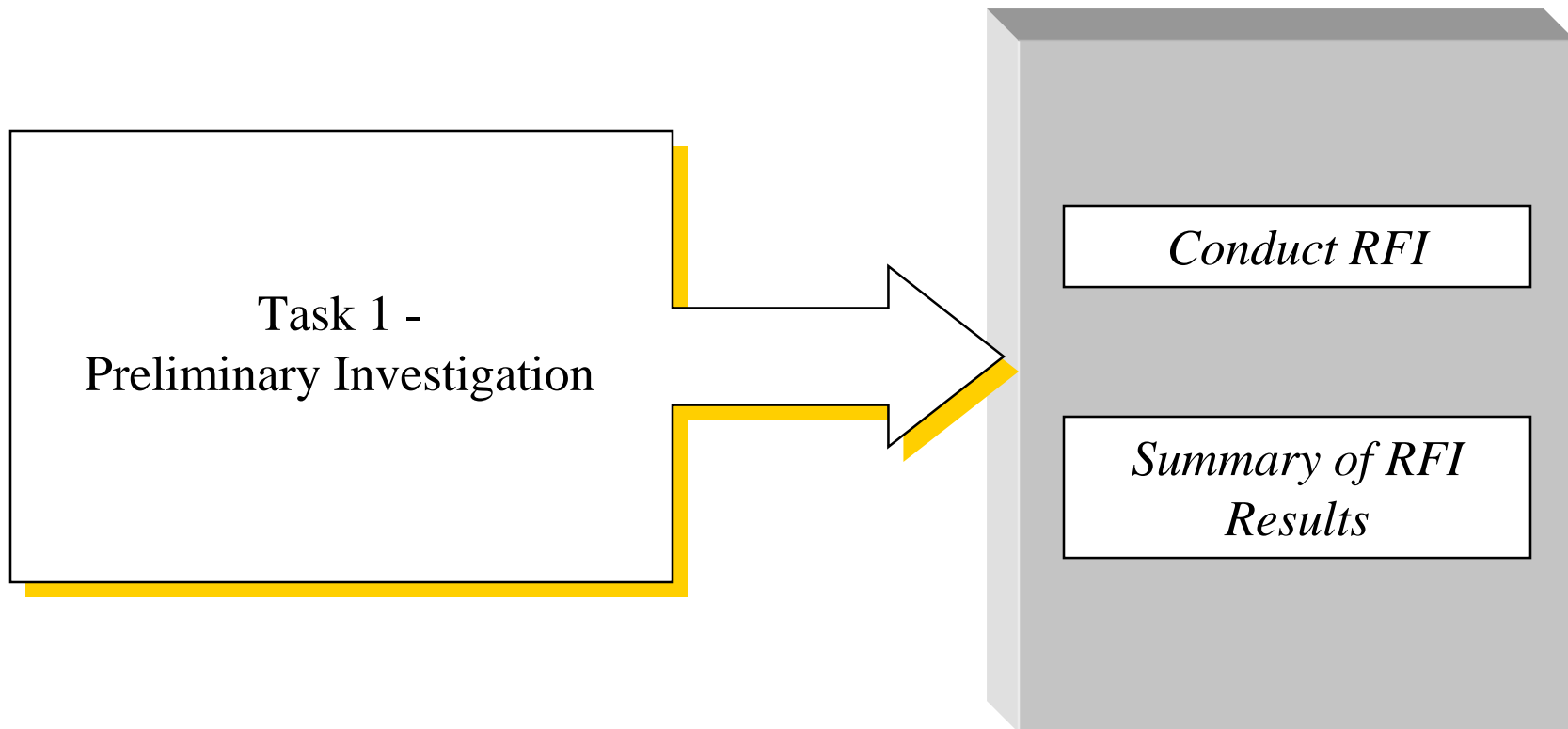- Final Feasibility Study
- System Investment Plan

Develop RFP

- Technical Specifications and Requirements
- Selection Criteria
- Administrative Specifications and Requirements
- Final RFP
- Solicitation Announcements
- Final Evaluation Report

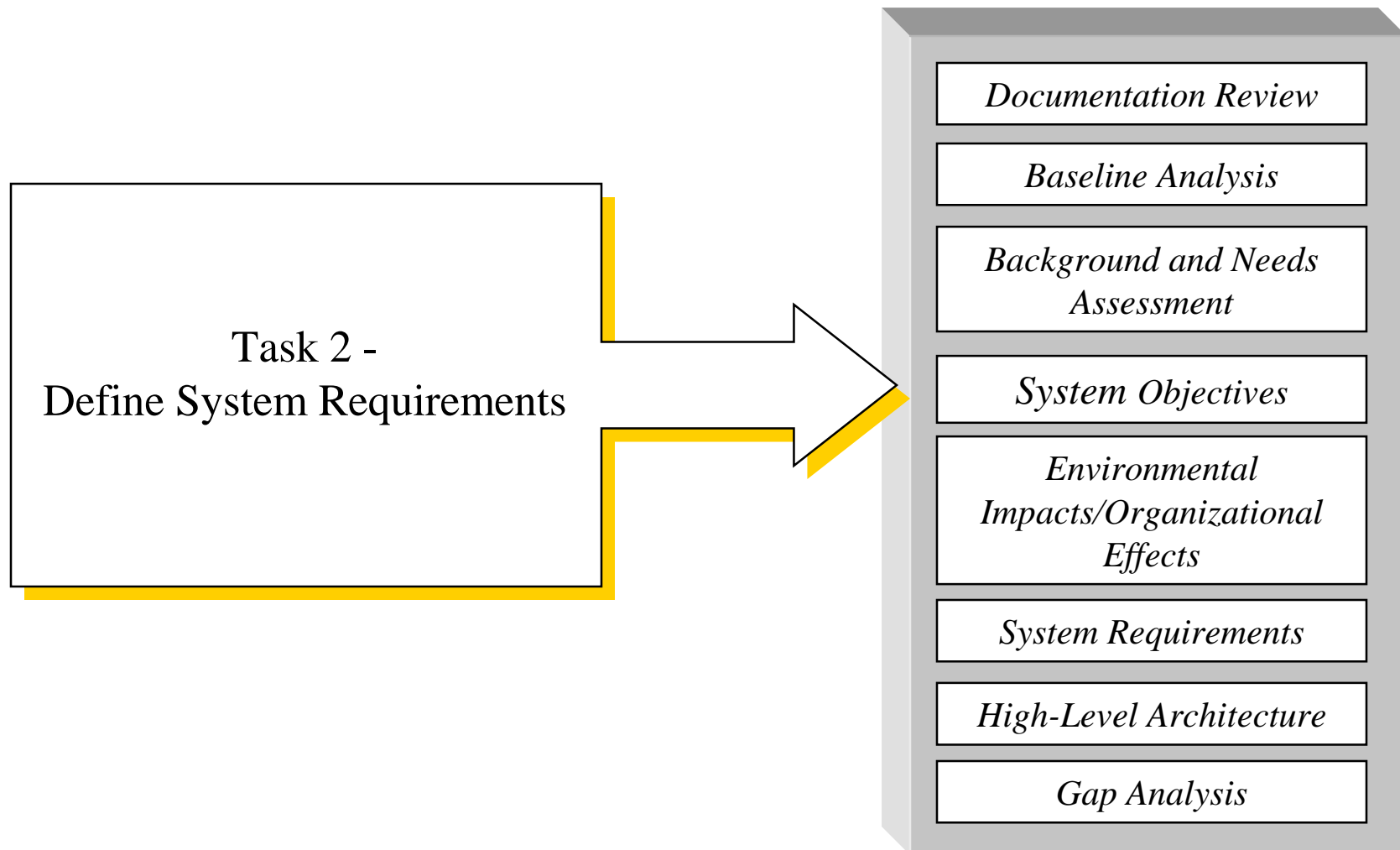| July 03	Aug 03	Sept 03	Oct 03	Nov 03	Dec 03	Jan 04	Feb 04	Mar 04	Apr 04	May 04	Jun 04

eChildCare Project Approach: *Phase 1: Requirements Analysis*

Project staff executed a Request for Information (RFI) to gather information about the state of the market for the main components of the project: Public Access, Client Record Management, Provider Record Management and Payment Process. Results are being summarized.
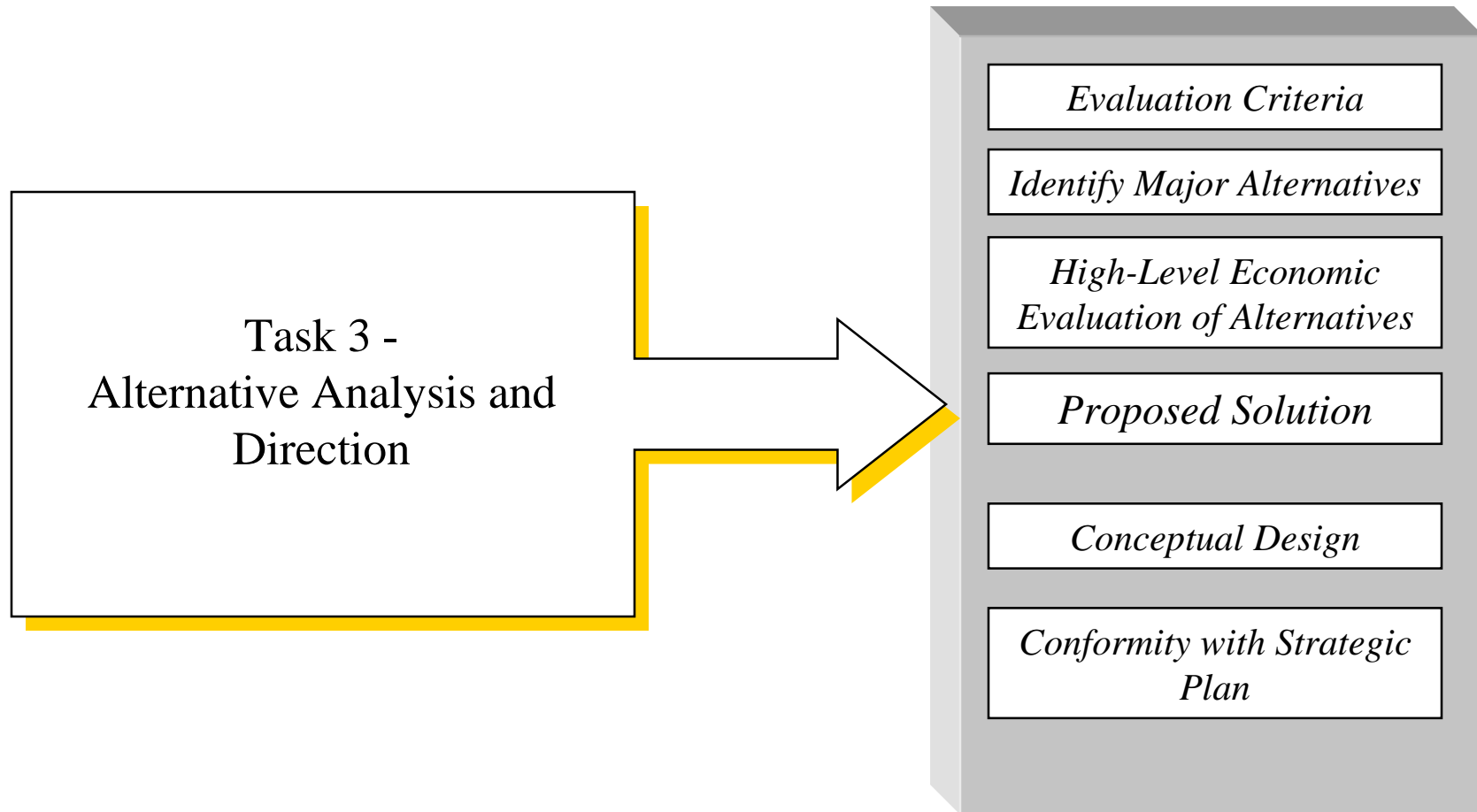
Task 1 -
Preliminary Investigation

Conduct RFI

Summary of RFI Results

eChildCare Project

This phase is the most fundamental of the project. We will gather and review existing documentation, as well as conducting individual interviews and focus groups to accurately define the requirements of the new system.

Task 2 -
Define System Requirements

Documentation Review

Baseline Analysis

Background and Needs Assessment

System Objectives

Environmental Impacts/Organizational Effects

System Requirements

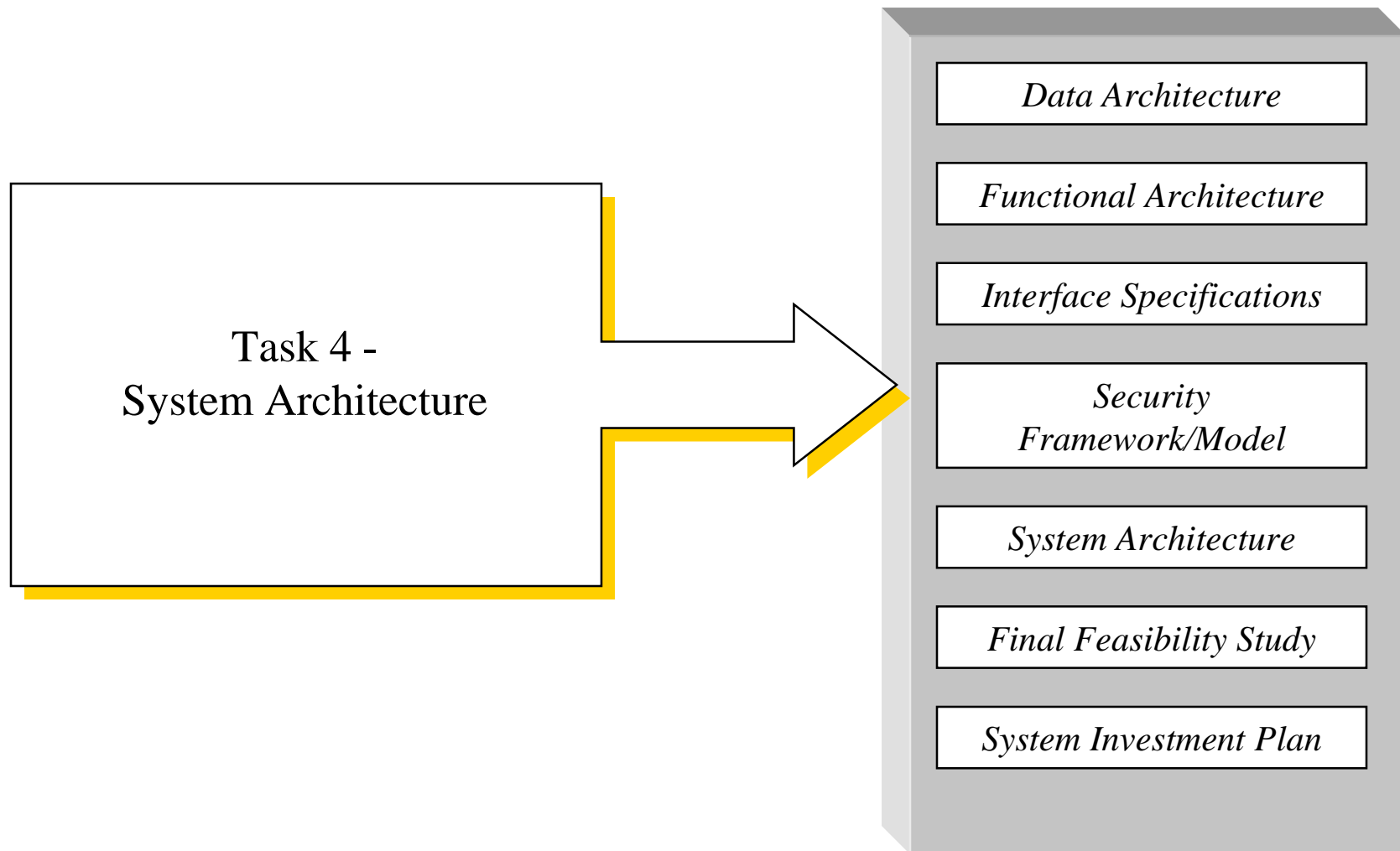*High-Level Architecture*

Gap Analysis

Project Approach: *Phase 2: Proposed Migration Strategy*

We will develop and assess alternative and technical business approaches to meeting requirements. This will include developing alternatives, analyzing their strengths and weaknesses, and reviewing the analysis with stakeholders.

Task 3 -
Alternative Analysis and
Direction

Evaluation Criteria

Identify Major Alternatives

High-Level Economic Evaluation of Alternatives

Proposed Solution

Conceptual Design
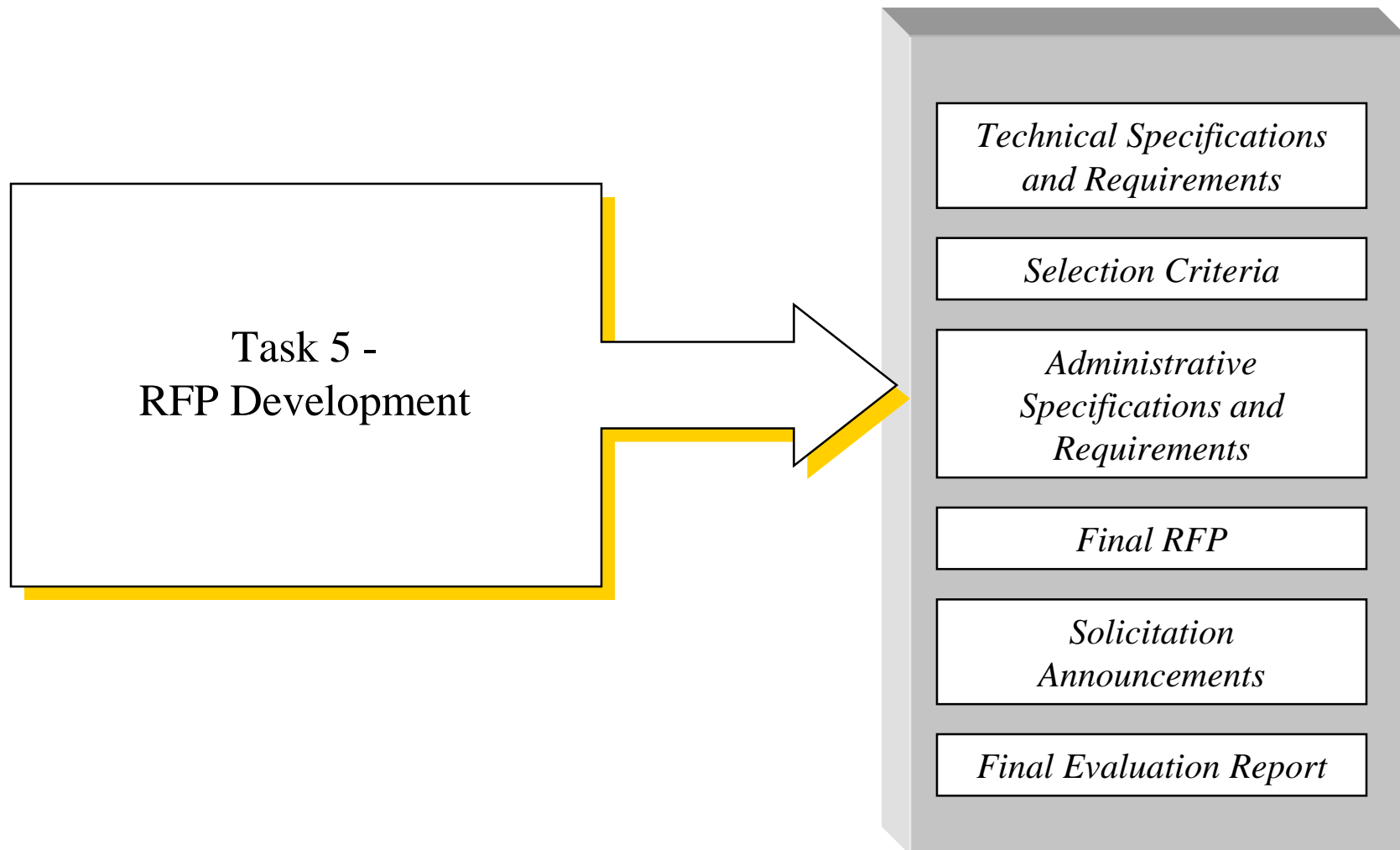
Conformity with Strategic Plan

Taking into consideration the operational, organizational, and technical needs of the system and its stakeholders, we will design and document the system architecture .

Task 4 -
System Architecture

Data Architecture

Functional Architecture

Interface Specifications

Security
Framework/Model

System Architecture

Final Feasibility Study

System Investment Plan

Project Approach: *Phase 3: Development of RFP*

eChildCare Project

We will develop a Request for Proposal (RFP) by further developing the context, management, technical, and cost sections, as well as defining the statement of work. The RFP will be distributed to the vendor community and responses will be evaluated.

Task 5 -
RFP Development

Technical Specifications and Requirements

Selection Criteria

Administrative Specifications and Requirements

Final RFP

Solicitation Announcements

Final Evaluation Report

Next Steps

- **Conducting initial information collection interview**

- **Collecting and reviewing supporting documentation**

- **Conducting focus groups**

- **Producing baseline analysis deliverable (October 27)**

- **Completing remaining system requirements deliverables (December 8)**
  - Background and Needs Assessment
  - System Objectives
  - Environmental Impacts/Organizational Effects
  - System Requirements and High-Level Architecture
  - Gap Analysis Report